

Be alert to utility scams and fraud

Scammers may call
and request **fraudulent
payments** for utility bills.



Know how to spot a scam:



Silicon Valley Power (SVP) will **never** ask you to pay your utility bill with **a prepaid card or gift card.**



SVP will **never** ask you to make your utility payment at **a grocery or convenience store.**



Caller ID can be falsified.
Scam callers may fake an SVP or City of Santa Clara phone number.



If a caller asks for personal information or a payment, do not provide it. Hang up and call the City of Santa Clara Municipal Services Department at **(408) 615-2300** if you are concerned about your account status.

If you receive such a call, hang up immediately.

To report a scam, contact the Santa Clara Police Department at **[scpd.org](https://www.scpd.org).**



Powering The Center of What's Possible

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